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(71) Applicant (for all designated States except US): MCI COMMU-NICATIONS CORPORATION [US/US]; 1133 19th Street, N.W., Washington, DC 20036 (US).

(72) Inventors; and

(75) Inventors/Applicants (for US only): ELLIOTT, Isaac, K. [US/US]; 3855 Orchard Drive, Colorado Springs, CO 80920 (US). STEELE, Rick, D. [US/US]; 6314 Dessbury Drive, Colorado Springs, CO 80918 (US). GALVIN, Thomas, J. [US/US]; 1085 Milstead Drive, Hiawatha, IA 52233 (US). LAFRENIERE, Lawrence, L. [US/US]; 3220 Brunswick Drive, Colorado Springs, CO 80920 (US). KRISHNASWAMY, Sridhar [IN/US]; 7312 Beckett Drive, N.E., Cedar Rapids, IA 52402 (US). FORGY, Glen, A. [US/US]; 19 Montrose Avenue, Iowa City, IA 52245 (US). REYNOLDS, Tim, E. [US/US]; 3123 Juniper Drive, Iowa City, IA 52245 (US). SOLBRIG, Erin, M. [US/US]; 3405 Guadalajara Road, S.W., Cedar Rapids, IA 52404 (US). CERF, Vinton [US/US]; 3614 Carnelot Drive, Annadale, VA 22003 (US). GROSS, Phil [US/US]; 20331 Cockerill Road, Purceville, VA 22132 (US). DUGAN, Andrew, J. [US/US]; 2025 Tabor Court, Colorado Springs, CO 80919 (US). SIMS, William, A. [US/US]; 4930 Townsend Drive, Colorado Springs, CO 80922 (US). HOLMES, Allen [US/US]; 5375 Chambrey Court, Colorado Springs, CO 80919 (US). SMITH, Robert, S., II [US/US]; 5045 Dorset Lane, Suwanee, GA 30174 (US). KELLY, Patrick, J., III [US/US]; 2710 Briarhurst Drive, Houston, TX 77057 (US).

GOTTLIEB, Louis, G. [US/US]; 6639 Foxdale Circle, Colorado Springs, CO 80919 (US). COLLIER, Matthew, T. [US/US]; 12983 Thistlethorn Drive, Herndon, VA 20171 (US). WILLE, Andrew, N. [US/US]; 3380 Oriole Court, N.E., Cedar Rapids, IA 52401 (US). RINDE, Joseph [US/US]; 7706 Fontaine Street, Potomac, MD 20854 (US). LITZENBERGER, Paul, D. [US/US]; 420 West Oak Street, Wylie, TX 75098 (US). TURNER, Don, A. [US/US]; 4204 Magnolia Drive, McKinney, TX 75070 (US). WALTERS, John, J. [US/US]; 2601 Lexington, McKinney, TX 75070 (US). EASTEP, Guido, M. [US/US]; 3005 Saint Germain Drive, McKinney, TX 75070 (US). MARSHALL, David, D. [US/US]; 1008 Serenade Lane, Richardson, TX 75081 (US). PRICE, Ricky, A. [US/US]; 2991 Hillingdon Drive, Richardson, TX 75082 (US). SALEH, Bilal, A. [SY/US]; 1205 E. Camp McDonald Road, Prospect Heights, IL 60070 (US).

- (74) Agents: WARREN, Sanford, E., Jr.; Warren & Perez, Suite 710, 8411 Preston Road, Dallas, TX 75225 (US) et al.
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(54) Title: A COMMUNICATION SYSTEM ARCHITECTURE

(57) Abstract

Telephone calls, data and other multimedia information is routed through a hybrid network which includes transfer of information across the internet. A media order entry captures complete user profile information for a user. This profile information is utilized by the system throughout the media experience for routing, billing, monitoring, reporting and other media control functions. Users can manage more aspects of a network than previously possible, and control network activities from a central site.